The University of Winnipeg Library Student Accessibility Guide

2023-2024

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UWinnipeg Library Statement of Commitment to Accessibility

The University of Winnipeg Library is committed to creating an inclusive environment for all members of its community. We are committed to identifying, removing, and preventing accessibility barriers to help ensure full participation in society. As we continue to work towards meeting or exceeding our requirements under the Accessibility for Manitobans Act, we welcome ongoing feedback. Our goal is to provide equal access to our services and facilities to offer dignity and independence for all.

Accessibility at the UWinnipeg Library

UWinnipeg Library staff work to provide an accessible and inclusive learning environment for all students, including those living with visible or invisible disabilities, mental health concerns, medical conditions, or temporary injuries.

As part of our commitment to accessible and inclusive customer service at the Library, our employees are committed to ensuring that we:
- Communicate with students and other customers and guests in a manner that works best for them;
- Provide access for users with assistive devices (such as wheelchairs, walkers, or oxygen tanks);
- Welcome support persons who assist students and other customers and guests;
- Welcome persons with service animals;
- Maintain physical accessibility as intended (by removing clutter or temporary obstacles to ensure aisles and ramps are clear);
- Provide clear and timely information when accessible services are temporarily not available;
- Invite customers to provide accessibility feedback and respond to feedback;
- Train employees on how to provide accessible customer service, including reasonable accommodations under The Human Rights Code (Manitoba); and
- Make public events accessible, wherever possible.

The Library also works to ensure that information and communication is accessible by:

- Creating accessible policies and procedures and training employees on how to implement them;
- Considering accessibility when procuring or purchasing Library resources;
- Ensuring that the Library website meets or exceeds WCAG 2.1 Level AA guidelines;
- Informing users that Library resources (1) are available using communication supports and (2) can be provided in an alternate and accessible format;
- Ensuring that users can request Library resources and that Library employees consult with users regarding requests to ensure that accessibility barriers are removed in a timely manner, that accessible resources are provided, and that no additional cost is charged for providing accessible versions of resources;
- Documenting in writing all Library accessibility policies, programs, and services, and providing this information in a public and accessible format;
- Providing general accessibility training to all Library employees on the AMA and how to communicate with persons with disabilities; and
- Providing role-specific training and resources to Library employees on the AMA and how to provide information in accessible and alternate formats and how to develop accessible web content.

Most accessible services, facilities, and supports available at the UWinnipeg Library are available to all students, including those who identify as D/deaf, disabled, or neurodivergent. Most Library services and supports are available upon request and do not require registration with [UWinnipeg Accessibility Services (AS) or Deaf & Hard of Hearing Services (DHHS)](#).

NOTE: Additional academic accommodations are available for students registered with AS or DHHS. For students who require additional accommodations, including classroom accommodations, accommodations when taking tests or exams, as well as access to AS advisors and the AS computer lab and quiet study space, contact AS or DHHS.

Students who want to register for these accommodations need to schedule a meeting with an AS advisor, review available

accommodations and supports, and provide AS with medical documentation related to accommodations. For more information, go the webpage for Accessibility Services or email accessibility@uwinnipeg.ca.

Getting to the Library

Physical Location

The UWinnipeg Library is located at 515 Portage Avenue on the fourth and fifth floors of Centennial Hall (C on Campus Map). There is no street-level access to the Library.

Please note that access to Centennial Hall and all attached buildings is managed by Campus Security, not the Library. The level of public access may vary depending on the time of day, the academic term, public health policies currently in place, or other factors.

Things to Check Before You Visit

When planning your trip to the campus, check the UWinnipeg and UWinnipeg Library "News" link on the home page for the latest information on building closures, construction projects, entrance or elevator outages, or other temporary disruptions to access. Major disruptions to service will be posted as a banner on the main Library home page. News updates are also posted on UWinnipeg and UWinnipeg Library social media channels (e.g., Instagram, X (Twitter) and Facebook).

To confirm Library hours or to speak with a librarian, call the UWinnipeg Library at 204.786.9808.

If access to the Library facility is unavailable, students and faculty can access the Library's online and electronic services anytime using their Student or Faculty login credentials.

UWinnipeg Library Staff will make our best efforts to accommodate users and provide access to our services and resources. If you are facing barriers to accessing the facility or online services, we welcome your feedback and suggestions for increased accessibility using our accessibility feedback form.

Transportation
Winnipeg Transit and Transit Plus
There are Winnipeg Transit bus stops on three sides of Centennial Hall. Check the Accessibility Map for exact locations. The Ellice Avenue stop offers the most direct drop-off location for easy access to Library.

Weather or other factors may impact public transit schedules and accessible public transit options. Before travelling with public transit, check for updates from Winnipeg Transit (and Winnipeg Transit Plus for accessible public transit information).

Parking
The AnX (Building AN on Campus Map) provides covered parking, with elevator access to various floors and to street level. A crosswalk is available to connect the AnX to the Library building (Centennial Hall). There is one accessible parking space at this location.

Uncovered parking is also available in front of McFeetors Hall Student Residence (MF on Campus Map), with ground parking available. There are two accessible parking spaces at this location.

Campus Accessibility Map
An accessibility map is available describing the location of accessible entrances, washrooms, elevators, and Transit Plus stops at UWinnipeg.

Studying at the Library

Physical Accessibility in the Library
The Library main entrance is on the fourth floor of Centennial Hall, accessible by stairs, escalator, and elevator.

Access to the fifth floor is available from the fourth floor of the Library, via stairs or elevator.

Library Floor Plans
- Fourth Floor [PDF Download]
- Fifth Floor [PDF Download]

What to Expect
Signage is provided throughout the library indicating the level of sound appropriate for different areas (e.g., Collaborative, Whispers, and Silence).

The fourth floor open area is typically a collaborative area where most service and staff access points are located. This can be a louder area than other areas or floors.

Accessible workstations and group study rooms, as well as an Accessible Quiet Study Room, are all located on the fourth floor.

The fifth floor is where the main Library stacks are located and tends to be quieter, with more areas provided for silent study spaces.

While much of the fifth floor is accessible for persons using a wheelchair or other assistive devices, some areas may present mobility or access barriers. For example, some stacks may be too narrow, and tables and study carrels on this floor are not height-adjustable. Height-adjustable tables are available in the Accessible Quiet Study Room. Many of the silent study or quiet spaces are located on fifth floor mezzanine levels. Since the mezzanine levels are accessible only by stairs, an accessible alternative for quiet study is the Accessible Quiet Study Room on the fourth floor.

Accessible print stations are also available for printing, scanning, and photocopying. Library staff are available upon request to provide technical support.

Please connect with Library staff if you require assistance locating an appropriate study or work area or to access print stations and other Library resources. If you have accessibility feedback or an accommodation request, including a request for resources in alternate formats, connect with Library staff.

Accessible Quiet Study Room

The Accessible Quiet Study Room on the fourth floor is available on a first-come, first-served basis. Students are not required to be registered with Accessibility Services in order to use it.

Features of this room that provide additional access include:
- Automatic door openers (to enter and exit the room)
- 3 height-adjustable tables with digital controls
- 1 adjustable Tempur-Pedic office chair
- Lamps with touch controls
- A large window with adjustable shade controls

- An emergency phone (that connects calls to the circulation desk and is intended for emergencies only)
- Power outlets
- 1 couch
- 2 standard library chairs

Please review the [Library study room policy](#) for using this or other Library quiet study rooms.

Group Study Rooms

There are two group study rooms available on the fourth floor. Library group study rooms can be booked for two-hour time periods. Please visit our study spaces and technology page for more information.

If additional time is required for group study, classrooms can be booked through class instructors.

Accessible Washrooms

One accessible washroom is available just outside the Library on the fourth floor of Centennial Hall.

Two sets of accessible washrooms are available on the fifth floor inside the Library.

Service Animals

Service animals are welcome at the Library.

While students with service animals are encouraged to register with Accessibility Services, it is not mandatory for access to the Library.

If possible, please ensure that your service animal is wearing identifying accessories (for example, a vest or harness) to indicate their status as a service animal.

It is important that the owner or a support person is in care and control of the service animal at all times. If any issues arise, Library staff will communicate with you directly and work to ensure that Library access is provided. For more information, review the [UWinnipeg Service Animals on Campus Policy](#).

Water can be provided to service animals in most areas of the Library.

For other facilities to support service animals, including more direct access to a relief area for service animals, connect with Library staff.

In an Emergency

During an emergency, both audio and visual alarms will be provided throughout the library. Audio alarms are audible throughout the library. Visual alarms in the form of white strobe lights flash in all areas of the library except the washrooms. In case of an emergency, UW fire wardens will check the washrooms as part of the floor evacuation.

During an emergency, do not use the elevator.

If you are able to do so, exit the Library through the main Library doors on the 4th floor of Centennial Hall and proceed to follow evacuation instructions from UW fire wardens.

If you are unable to exit your location safely, take refuge near the closest emergency exit or stairwell and you will be assisted by the UW fire warden or emergency support services. If you require assistance and you have a mobile phone, dial 204.786.6666 to speak to campus Security Services to let them know your location and situation.

Students who think that they may require assistance in the event of an emergency are encouraged to contact Accessibility Services to learn about UW emergency procedures.

Assistive Technology and Accessibility Support

All UW Library workstations have basic Windows accessibility features, including MS Narrator (speech-to-text) and Magnifier.

Accessible Workstations

Two accessible workstations are available in the open computer lab on the fourth floor.

Accessible workstations are equipped with the following hardware and software.

Hardware
- Dell Optiplex 790, Intel core i5-2500 3.3GHz, 4GB RAM, 250GB HDD, Windows 7 Pro 32-bit MMA PCs (Multimedia and Accessibility)

Software

- ABBYY FineReader 6.0 Sprint
- Adobe Acrobat X Pro
- Adobe AIR 1.5.3
- Adobe Photoshop Elements 9
- Adobe Reader XI
- Adobe ShockWave Player 12.1
- Apple Application Support 2.3.6
- ArcGIS 10.2 for Desktop 10.2
- EPSON Copy Utility
- EPSON Scan
- Equitrac Express Client 4.2.6 version 5.6.268412 as of Feb 2017
- Faronics Anti-virus 3.51
- Faronics Core Agent 4
- Firefox with Adobe Flash player
- Freedom Scientific JAWS 16
- Freedom Scientific OCR 13
- Freedom Scientific OmniPage 19
- Freedom Scientific Talking Installer 16
- Freedom Scientific Video Intercept
- IBM SPSS Statistics 19
- IZArc version 4.1.6
- Java 1.8
- MS Office 2013 (including Access, Lync, OneNote and Publisher)
- MS SilverLight browser plugin
- PDFCreator 2.1
- ProQuest for Word
- QuickTime 7.7.6
- Roxio Creator Starter
- SSH Secure Shell 3.2.9
- VLC Media Player 2.2.1
- WebbIE web browser

Research Support

To arrange an appointment for research assistance, or to discuss any accessibility questions, concerns, or comments you may have, contact the accessibility librarian.

The accessibility librarian also provides drop-in hours at Accessibility Services in Room 1M35, on Mondays from 12:30 pm to 1:30 pm, during the academic school year (for 2023-24 school year: September 25 –

December 4, January 29th – April 8). Drop-in visits are often available, but appointments are recommended. To make an appointment, contact the accessibility librarian.

American Sign Language (ASL) Interpreters
To request an ASL-English interpreter when visiting the Library or making an appointment with a librarian, contact Tessa Rogowski or text 204.228.0187 to make arrangements.

Website, Databases, and Online Content
The Library is committed to ensuring that all website content managed by the Library is accessible.

Providing access to close to 400 third-party online databases, journals, and research guides, the Library seeks to ensure that all information is accessible to users. A library research guide providing links to the accessibility features of many of these databases is available. If any digital content at the Library is not accessible to you, please let us know and we will work to remove the barrier or provide an alternate format that meets your needs.

Accessing Library Resources

Picking Up Items
Library staff is available to retrieve items that might be difficult for users to access. Phone 204.786.9808 or contact the accessibility librarian.

Depending on timing and staff availability, item retrieval may be immediate or take up to several hours. For best results, please have a list of titles ready to request when you contact Library staff.

Library materials can also be requested through the Pickup Service and retrieved from the Smart Lockers located on the main floor of Centennial Hall.

If you need your items placed in a locker at a certain height, please choose "Centennial Hall Accessible Pickup" as your pickup option and use the Notes field to describe which rows of lockers are accessible for you to retrieve items. (There are ten rows of lockers available, at heights from 14 to 59 inches from the ground.) Other accommodation requests can be included in the Notes section as well, such as providing the name of an alternate individual to pick up items in person.

Scanning Services

Students, staff, and faculty may request scanned excerpts of print materials in the Library's collection. For more information, review the Scan on Demand page.

You may request content to be scanned only for the purposes of research, private study, criticism, review, news reporting, education, satire, or parody. If you are not registered with Accessibility Services, the amount of the excerpt may not exceed:

- One journal article per issue
- One chapter **or** 10% of a book

If you are registered with Accessibility Services, please speak to Library staff to request additional content to be scanned or provided in alternate formats. Centre for Equitable Library Access (CELA) services are available for Canadian students registered with AS.

Printing Services

An accessible printing station is available near the circulation desk on the fourth floor.

If you encounter any barriers to printing or would like assistance producing large print copies, assistance with printing and photocopying is available upon request. Contact the Library circulation desk or Accessibility Services.

Photocopying

Assistance with photocopying is available at the Library upon request. Contact Library staff or, for information on getting course material or notes photocopied, contact Accessibility Services for ongoing support.

Requesting Alternate Formats

UWinnipeg provides services for alternate format requests.

For accessible Library resources contact Library staff for requests for communications supports or content in alternate accessible formats (for example, a digital PDF of a book chapter).

For accessible course material (for example, print textbooks) provided in an alternate format, contact Accessibility Services for ongoing support.

Accessibility Feedback

The Library welcomes feedback about our services, facilities, and accessibility supports. Please connect with Library staff to provide feedback or complete our accessibility feedback form.

Contact Us

Contact Library staff and our accessibility librarian using any of the following methods.

Michael Dudley
Accessibility, International, and Extended Services Librarian
m.dudley@uwinnipeg.ca
204.982.1145
Office 4C08 (Centennial Hall, fourth floor)

To reach someone over chat during daytime hours, use the online "Library Help Chat" button (available in the lower-right corner of each UWinnipeg Library page) or follow the links under Talk to Someone.

Glossary of Terms

Accessibility: refers to the ability to access and benefit from a system, service, product, or environment. Accessibility means giving people of all abilities opportunities to participate fully in all aspects of everyday life.

Accessible or Alternate Formats: include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

AS: abbreviation for UW's Accessibility Services office.

Assistive Devices: include any device used to assist persons with disabilities, for example:
- Mobility assistive devices, such as a cane, walker, wheelchair, electronic scooter, or similar device used to assist with mobility;
- Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication; or
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability.

Barrier: can be anything – including physical, architectural, technological, attitudinal, related to information or communications, or that is the result of a system, policy, or practice – that hinders the full and equal participation in society of persons with a disability or functional limitation.

Disability: includes any impairment or functional limitation—whether physical, mental, intellectual, cognitive, learning, communication, or sensory—that, in interaction with a barrier, hinders a person's full and equal participation in society. Impairments or limitations may or may not be visible or evident. They may also be permanent, temporary, or episodic in nature.

Service Animal: The Human Rights Code (Manitoba) and the AMA define a service animal as an animal that has been trained to provide assistance to a person with a disability, for reasons relating to that person's disability.

An animal may be identified as a service animal for a person with a disability if:

a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, because of visual indicators such as an identifying vest or harness worn by the animal; or
b) The person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to a disability.

Animals that provide comfort and companionship, but that are not trained to assist with a person's disability, are not service animals.

Support Person: In relation to a person with a disability, a support person is any person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs, or with access to goods, services, or facilities.